



**Site Visit Programmatic Questions
Positive Alternatives 2016
Lakes Life Care Center – June 1, 2016**

1. Update/ Demographic Reporting

- Review your two most recently submitted Update/Demographic Reports: are you meeting Report Count Goals?
Goals are being met within the standard guidelines for PA grantees.
- Note any significant differences between the reports: are your programs stable? Improving? What do the reports indicate about progress in your programs?
Report counts indicate PA programs have been stable throughout the grant cycle. Grantee has noted that recent client counts have been way up and have been tracking if recent promotional activities have contributed to this large increase.
- Any questions on the recording of data on either form?
No questions at this time.

2. Work Plan

- Review your 2012-16 grant application's description of the program you requested to be funded. Note the services and activities you said you would provide and the number of clients you would serve.
- Please prepare a **short summary of your current program(s) and the number of clients being served.** Address these topics:
 - a. How does what you describe in the application compare with what you are currently providing?
 - b. Have any programs and/or activities or services been added or removed?
 - c. Have the number of clients being served per quarter decreased or increased in the 4th year?
 - d. Is there anything in particular you want to share about your current program to explain its current status?

Summary

We are providing all of the programs and services we described in our application, we have been able to either exceed or come close to all the numbers we outlined in our initial application.

The only program that has changed during the last grant cycle was out after hours telephone hotline. We were finding that we were not receiving many calls after hours and found an inexpensive way to handle after hours calls by using a texting service and utilizing Optionline.

The number of clients we have served per quarter has remained relatively static with normal ups and downs in attendance. The last few months, however, we

have seen a dramatic increase in the number of clients coming in for services. We are not sure if this is due to our increased efforts in outreach, specifically with social services agencies or if it is just a fluke. We are watching our statistics to see where everyone is coming from to determine what is the cause for the dramatic increase.

We feel like our program is making steady growth. In the last 4 years we have hired more teaching volunteers, started a family support group and started a Dad's program. All of these programs, though not all of them are state funded, have grown and are assets to the current program. We are seen as an integral part of our community and are supported by many businesses and agencies in our community.

3. Fiscal Review

- Review of the 2015-16 expenditures spreadsheet sent by Ellen Heit.
All PA funding accounting is in agreement with MDH.
- Have you revised your 2015-16 budget justification?
No, not at this time.
- Any questions on your completion of the 2014-16 grant and your budget?
This grantee will have left over funding from the PA HOTLINE program funding that was discontinued during the last several years of the grant cycle.

4. Do you have any questions on the findings from your Financial Reconciliation?

The FR was conducted for June of 2015. The FR helped staff to keep better records moving forward.

5. Grant Closeout Form

- You will have an opportunity to review a draft of the Grant Closeout Form.

6. 2015-16 Evaluation - Due June 10th

- Your 2015-16 Evaluation Plan will be discussed. Any suggestions provided in your 2013-14 Report Summary should be included in the plan, if you are continuing the same evaluation.
The topic for this grantee's evaluation project was determining percent of clients that kept their first referred prenatal visit. The plan included offering an incentive for those who would contact the Center to confirm that they had kept their first prenatal appointment. The frustration with the project has been the low confirmation response from clients. Even with the offering of an incentive, a number of clients did not make the effort to confirm they had kept their appointments. Some clients did not return calls or had moved and could not be reached.
- Any questions on the expectations of the report or your organization's evaluation plan for 2015-16?
Not at this time.

7. Positive Alternatives website

- The PA website will be reconfigured once contracts are all signed.

- Resources for grantees will remain basically the same.
- WRTK booklet revisions have not yet been completed.

Both the webpage and the WRTK booklet are a work still in progress.

8. Grant Manager Updates

Updates for grantees include discussing the new one year grant cycles moving forward vs the current 2 year grant cycles. PA policies are being updated and revised and will be made available soon. A webinar training for all staff involved in administering the PA grant will be held on Thursday, July 14, in the morning. More information will be send out soon.

9. Issues specific to this grantee

None at this time.

10. Facility

- If your facility has been remodeled or updated please give an update. Do you have any plans to move your organization to another building in the near future?

There are no plans to relocate this grantee's Center. They are located on a visible main street of Forest Lake and close to bus lines.

- If grant-funded activity areas have been significantly altered, be prepared to discuss.

11. Health Equity is a priority goal at the Minnesota Department of Health. How is your organization addressing this need?

This grantee understands that the call for all services for their Center is to provide health equity to all their clients. They offer compassionate care at no cost to all their clients.

12. What are the new **unaddressed needs** in the communities you serve?

- Do you have a well-developed and up-to-date list of community partners available?

This grantee has been an established center in the community for over 30 years. They are well-respected and have reached out to many community partners including social services, public health nurses, WIC, work force and the schools.

- Are you able to make warm referrals to any of these partners?

Yes, meeting community partners face to face has enabled many warm referrals for their clients.

13. Clients stories (along with client data collection) are an important component of the work we do. Client stories fill in the gaps that data can't detail and humanize the efforts made by all grantees.

- **Have you submitted your PA funded client stories yet?**

No, not yet. Staff will send in their client story(s) soon.

14. How can MDH be more supportive of your program?

Webinars on important and current topics would be appreciated.

15. Other?

Lakes Life Care Center has been a long time PA grantee offering much needed services to marginalized women in unplanned or crisis pregnancy situations. PA Funding has allowed the addition of paid staff and programs that would otherwise not have been possible in this semi-

rural setting in Minnesota. Staff are knowledgeable and enthusiastic in their response to the needs of the community. For example the center now provides a Dad's program and a family support group based on the community's needs and response. The partnership with Lakes Life Care as a PA grantee has been valuable and productive.

Site Visit Date: June 1, 2016

Center: Lakes Life Care Center

Grantee Staff: Jill Wagner

Positive Alternatives Grant Manager: Mary Ottman